

- i. All material which required review by staff members other than the author was sent to them by electronic transfer only.
- ii. The reviewer(s) made any required changes directly on the electronic version.
- iii. For review by senior management (i.e. Directors-General and above) a hard copy was printed, but only after all those under their command had completed the necessary input. In the majority of cases that one hard-copy document was a final draft and was accepted without need for further change.

### **Results**

- i. Greater reductions in time to produce material.
- ii. Less paper-shuffling by secretaries, who were now tasked with more research and support roles resulting in more detailed briefing material.
- iii. Elimination of time lost while staff stood at the printer waiting for their print-out.

### **Scenario 15**

A local area network (LAN) was instituted to increase the efficiency of producing reports and market briefing books for clients outside of the Department. However this resulted in delays in producing daily correspondence and telexes.

### **Decision**

To review the handling of documents generated within the local area network environment with the intention of solving the problem.

### **Action**

- i. A review of the handling of material was undertaken. There was swift realisation that eight staff members were in the habit of printing large documents which took up considerable space in the print queue, thus delaying many other jobs.
- ii. The unit dealt primarily with contacts outside the Department. There was thus no solution to be found in increasing internal electronic information transfer. In order to handle the volume of correspondence and briefing material, the only feasible solution was to acquire additional printers. These were duly obtained.

### **Results**

- i. Greater reductions in time to produce material.
- ii. Staff experienced less frustration in waiting for their work.
- iii. Staff were more eager to use the local area network, thus increasing productivity.